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McGINN & GIBB, P.L.L.C.**

A PROFESSIONAL LIMITED LIABILITY COMPANY  
PATENTS, TRADEMARKS, COPYRIGHTS, AND INTELLECTUAL PROPERTY LAW  
8321 OLD COURTHOUSE ROAD, SUITE 200  
VIENNA, VIRGINIA 22182-3817  
TELEPHONE: (703) 761-4100  
FACSIMILE/DATA: (703) 761-2373; 761-2376  
E-MAIL: MCGINN&GIBB@AOL.COM

SEAN M. MCGINN  
PHILLIP E. MILLER\*  
FREDERICK E. COOPERRIDER\*  
PETER A. BALNAVE, PhD  
FREDERIC J. ZIMMERMAN\*  
JAMES E. HOWARD\*\*  
JAMES N. DRESSER  
JOHN J. DRESCH  
\*MEMBER OF BAR OTHER THAN VIRGINIA

ANNAPOLIS, MD OFFICE  
FREDERICK W. GIBB, III  
MOHAMMAD S. RAHMAN\*

March 5, 2004

**VIA FACSIMILE  
EXPEDITED PROCEDURE**

To: Examiner Olisa Anwah  
Group Art Unit No. 2645  
U. S. P. T. O.

Facsimile No. 703-872-9306

From: Phillip E. Miller

Facsimile No. 703-761-2375

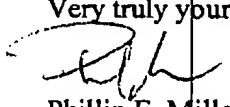
Re: Amendment  
U. S. Patent Application Serial No. 09/421,363  
Our Ref: YOR.121

Dear Examiner:

Enclosed please find an Amendment in response to the Office Action dated January 5, 2004 which should place this case in condition for allowance.

Thank you in advance for your kind consideration of this case.

Very truly yours,

  
Phillip E. Miller

PEM/tm  
Enclosure

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Group Art Unit:

2645

Filed: November 19, 1999 Examiner:

Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN  
INTERACTIVE VOICE RESPONSE SYSTEMHonorable Commissioner of Patents  
Alexandria, VA 22313-1450  
Box AFAMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action dated January 5, 2004, Applicant states as follows:

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VERNON:

~~PLEASE DO NOT~~~~ENTER AMENDMENT~~

THANKS

-O.A.  
3/11/04